

Memo

To: Users of the COT managed Exchange email system

From: COT Change Management

Date: 1/24/2008

Re: KDE/LRC/COT Global Address List sync

On Friday Jan. 25, 2008 at 5:00pm, the Commonwealth Office of Technology will begin using Microsoft IIFP to accomplish user contact synchronizations with the Ky Dept. of Education's and the Ky Legislative Research Commission's Exchange email systems. In the past, these synchronizations have been performed manually and have been scheduled quarterly or semi-annually due to the level of effort and complications that were associated with this process. In using the IIFP system to automate this process, the synchronization of contacts will be simplified and will occur weekly (every weekend) resulting in more effective communication between the participating agencies.

As in past "GAL syncs", the initial synchronization will require any KDE or LRC contacts in COT Exchange Distribution Lists or in personal address books to be updated with the contact's new information. Also, "replies" to previous emails (emails received before IIFP implementation) received from KDE or LRC contacts may not send and may result in an undeliverable email response. When replying to emails from either of these agencies that were received before this sync, users must use the forward option and "lookup" the contact to allow proper delivery. This will only be required the first time the user replies and all future replies will function normally thereafter. The greatest benefit of IIFP over manual synchronization is that these complications will only occur after the first synchronization and will not be an issue in any future updates.

The Commonwealth Office of Technology appreciates your patience and understanding while implementing these changes.

Thank you,

Eric Morrison
Change Manager
Commonwealth Office of Technology